



## Resolution Documents View

**Solutions**

**All Results**

**Resolution Documents**

**Results**

Name: 1+32+90

F40:

Category: Account Balance

Sub Category: None

Status: Approved

Propose by: sadt

Date Proposed: 8/28/00 12:59:00

Implemented by: sadt

Acceptance Deadline: 8/14/00 12:59:00

Result: Indefinite!

**Resolution Documents**

File Name	Description	Size (Bytes)	Type	Created By	Created On	Updated By	Last Updated	Auto Update
<a href="#">AI Result View</a>	rough draft of document	48,645	doc	BKING	8/30/00 12:12	BKING	8/30/00 12:22	✓

Item: 1 of 1

### View Description:

This view provides the ability to view a list of all documents that have been attached to a given result.

#### **OCTS Results Form Applet:** *top half of view*

This form applet lists all of the results details for a specific results. The displayed result is the one that was selected within the previous view. The query feature can be used to locate a different result.

For a detailed data mapping please refer to Appendix B-14

#### **OCTS Resolution Documentation List Applet:** *bottom half of view*

This applet provides a list of all documents that have been assigned to the case which is displayed in the top portion of the view. New documents may also be attached to the result within this view. A hyperlink in the "File Name" field will launch the appropriate application (if available) to open the document.

For a detailed data mapping please refer to Appendix B-15

## Smartscript View

**Umbudsman Case Tracking System - II - SmartScript**

File Edit View Screens Go Query Reports Help

History Threads SmartScript

Cases Issues Accounts Contacts Activities Loans Literature Results Calendar **Script**

**SmartScript**

Case #:

**Profile** Loan Information Discussion Closing

\* I'm glad you called.  
\* [NOTE: Select Issue Category.]  
\* [NOTE: Select Issue Sub Category.]  
\* [NOTE: Review the summary of the problem with the caller. Verify that the Issue Category and Sub Category are correct.]  
\* [NOTE: Select Expectation Category.]  
\* [NOTE: Select Expectation Sub Category.]  
\* [NOTE: Enter count.]  
\* [NOTE: Select time.]

How did you hear about our office?  
[NOTE: Type caller's problem.]  
Having problems with my loans  
Credit Report  
Ln Shws Deflt On Credit Rpt  
The problems should be corrected  
Credit Report Updated  
None  
How did you hear about our office?

Cancel

Item: 1 of 1+

Start Workspace at Office Umbudsman Cas... Exploring - Customiz... Microsoft Word - sta... 2:43 PM

